

MICHAEL ANDERSON

Digital Transformation Consultant

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Innovative and resourceful Hospitality Consultant with a focus on digital transformation and technology integration in the hospitality industry, bringing over 7 years of experience in implementing technology-driven solutions that enhance operational efficiency and guest experiences. Expertise in assessing technological needs and developing tailored strategies that align with business objectives. Proven ability to lead cross-functional teams in the deployment of digital tools and systems, ensuring seamless integration and adoption.

WORK EXPERIENCE

Digital Transformation Consultant | Tech in Hospitality

Jan 2022 – Present

- Assessed client technology needs and developed customized digital transformation strategies.
- Implemented property management systems that improved operational efficiency by 30%.
- Conducted training for staff on new technology tools and systems.
- Analyzed data to measure the impact of technology on guest satisfaction metrics.
- Collaborated with IT teams to ensure seamless integration of digital solutions.
- Developed user-friendly guides and materials for staff on technology adoption.

Technology Integration Manager | Smart Hospitality Group

Jul 2019 – Dec 2021

- Managed the integration of advanced technology solutions across multiple hotel properties.
- Oversaw the implementation of mobile check-in systems that enhanced guest convenience.
- Developed strategies to leverage data analytics for personalized guest experiences.
- Collaborated with marketing teams to enhance online presence and digital engagement.
- Implemented feedback loops to continuously improve technology services.
- Presented technology initiatives and outcomes to senior management.

SKILLS

Digital Transformation Technology Integration Data Analysis Staff Training Operational Efficiency

Process Optimization

EDUCATION

Bachelor of Science in Information Technology

2015

University of Michigan

ACHIEVEMENTS

- Successfully implemented a hotel management platform that increased operational efficiency by 45%.
- Recognized for developing an award-winning mobile app that enhanced guest engagement.
- Increased usage of technology tools among staff by 60% through effective training initiatives.

LANGUAGES

English Spanish French